



MURPHY DOOR

Mag-Lock Troubleshooting



Before you begin

- We recommend hiring a professional electrician to install your Mag Lock.
- Wiring diagrams can be found at murphydoor.com/pages/instruction-manuals
- 18-gauge doorbell type wiring will be needed to install your Mag Lock. Ensure that you have enough wire to wire your opener to your desired location.
- Placing the power supply unit inside of the wall is not recommended. Easy access will be needed if there is ever a need for maintenance.
- Pictures or videos will help us better assist you with any issues you may have when you call, email, or chat. FaceTime, Zoom, or Google Chat may be needed to assist in the timeliest manner.
- Carpentry finish (drywall, hide, etc.) should be done after ensuring your Mag Lock is programmed and functioning.

Magnet Troubleshooting

- Ensure that the power supply box has a light on and is working.
- 99% of the time a weak hold or no hold is caused by an alignment issue. We test every magnet before we send them out, but have no control over shifting of the device during shipping and install.
- To test for an alignment issue, remove the strike plate from the door and hold it directly to the magnet.
- Shim the strike plate to eliminate gaps between the magnet and the plate. The slightest gap will cause the magnet to have no hold or a weak hold. Sliding a piece of paper between the magnet and strike plate, at any point, should not be possible.
- Check that the wiring follows the wiring diagram provided at murphydoor.com/pages/instruction-manuals
- Make sure that leads are tight and that no wires have been stripped too far.
- Ensure there are no shorts in the wiring.
- Make sure that at least 2 of the 3 magnetic strips are visible and that the strike plate is fully covering as much surface area of the magnet as possible.



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Keypad Troubleshooting

- The red light will blink on and off when the unit is on and in standby mode. This light will not stop blinking if there is power to it.
- If the unit continuously beeps, then the tamper alarm has been activated. Remove the back panel of the device and put it back on to reset it.
- If the light on your device is not flashing red when everything is powered on:
 - Check that the wiring follows the wiring diagram provided at murphydoor.com/pages/instruction-manuals
 - Ensure the correct gauge of wire is being used.
 - Make sure all leads are tight and not stripped too far back.
 - Make sure there are no kinked wires.
- The device makes a single beep when the operation was a success. If it triple beeps the operation was not recognized and has failed.



Biometric (Fingerprint) Scanner Troubleshooting

- The red light will blink on and off when the unit is on and in standby mode. This light will not stop blinking if there is power to it.
- If the unit continuously beeps, then the tamper alarm has been activated. Remove the back panel of the device and put it back on to reset it.
- Make certain that the sensor for the remote is not covered up prior to programming. Older models on the bottom/newer models on the left-hand side
- If the light on your device is not flashing red when everything is powered on:
 - Check that the wiring follows the wiring diagram provided at murphydoor.com/pages/instruction-manuals
 - Ensure the correct gauge of wire is being used.
 - Make sure all leads are tight and not stripped too far back.
 - Make sure there are no kinked wires.
- The device makes a single beep when the operation was a success. If it triple beeps the operation was not recognized and has failed.



Key Fob Troubleshooting

- If the light on your device is not flashing red when everything is powered on:
 - Check that the wiring follows the wiring diagram provided at murphydoor.com/pages/instruction-manuals
 - Ensure the correct gauge of wire is being used.
 - Make sure all leads are tight and not stripped too far back.
 - Make sure there are no kinked wires.
- If the key fob locks the door but won't unlock it, try syncing it again.
- Use a 27A 12V Alkaline Battery if a replacement is needed for the key fob.
- If the lock and unlock buttons are reversed, check that it is wired to match our wiring diagram at murphydoor.com/pages/instruction-manuals